

INFORMATION TECHNOLOGY DEPARTMENT DESCRIPTION OF SERVICES

The Information Technology Department (ITD) is an internal service fund operating from a revolving cash fund. All our revenue is generated from billing for the services we provide. Our mission is to provide leadership and knowledge to assist our customers in achieving their mission through the innovative use of information technology.

ITD generates monthly billings at the beginning of each month for services provided from the previous month. The services are divided onto three separate billings: Data Processing, Telecommunications, and Micrographics. The following is a brief description of each service offered and the bill it will be recorded on.

DATA PROCESSING BILL

DESKTOP SUPPORT ANALYST

The desktop support analyst provides personal computer and network technical support. This support includes installation of a new system, diagnostic/problem resolution, and on-site training. Time is charged out in increments of six minutes (1/10th of an hour). ITD is not currently staffed to offer this service to agencies and agencies will need to procure these services from the vendor pool.

SENIOR ANALYST/ANALYST II/ANALYST

The systems analyst provides analysis, design, coding and implementation of central computer, client server and e-government systems. Time is charged out in increments of six minutes (1/10th of an hour).

CONTRACT PROGRAMMING

At times ITD may have to hire contract programmers to assist in the development of systems. This time will be charged back to the agency at the rate billed to the State. ITD will get approval from the agency before entering into such contracts to make sure proper funding is available.

CONSULTING / PROJECT MANAGEMENT

ITD staff may enter into an agreement with an agency to perform technology planning services or review progress on an application being developed by outside contractors. These consulting and project management services will be coordinated with the agency's project lead. Time is charged out in increments of six minutes (1/10th of an hour).

SERVER ADMINISTRATOR / APPLICATION SUPPORT

The server administrator provides server / applications support. This support is outside the scope of our normal administration duties included in the server / application hosting fees. Time is charged out in increments of six minutes (1/10th of an hour).

RECORDS MANAGEMENT FEE

The records management analyst helps establish records retention and disposition programs. This includes the development of a systematic process of organizing and saving documents for compliance with legal, audit and administrative regulations. The cost is tiered and allocated based on the number of record series and the number of employees at the agency.

2066 BATCH CPU

Batch CPU is generated when a batch computer program is processed by the central processor. The processor records measurable units in CPU seconds. This time is recorded by batch job name.

2066 CICS CPU

CICS CPU is generated when the central computer processes transaction programs and provides information via an on-line workstation. The processor records measurable units in CPU seconds. This time is recorded by user-id.

2066 ADABAS CPU

ADABAS CPU is generated when a computer program accesses an ADABAS database. The processor records measurable units in CPU seconds. This can be accomplished via batch or on-line processing. This time is recorded by batch job name or user-id.

2066 TSO CPU

TSO CPU is generated when a computer program is submitted using TSO. The processor records measurable units CPU seconds. This time is recorded by TSO user-id.

2066 DISK STORAGE

Disk storage is data stored on ITD's central disk storage devices. Bytes of data are stored on tracks and billed by data file. Data retrieval is extremely fast and this storage medium is used primarily when data is accessed regularly.

TAPE STORAGE

Tape storage is generated when data is stored on tape cartridges. These cartridges are used to store data that is accessed infrequently or for backing up files stored on magnetic disk. Data retrieval is delayed because the tape must be mounted to a tape drive before a program can access the data.

AS/400 BATCH CPU

Batch CPU is generated when a batch computer program is submitted and processed by ITD's AS/400 computer. The processor records measurable units in CPU seconds. This time is captured by batch job name.

AS/400 INTERACTIVE CPU

Interactive CPU is generated when the AS/400 processes transaction programs and provides information via an on-line workstation. The processor records measurable units in CPU seconds. This time is captured by user-id.

AS/400 DISK STORAGE

Disk storage is data stored on ITD's central AS/400 disk storage device. Bytes of data are stored and billed by data file. Data retrieval is extremely fast and this storage medium is used primarily when data is accessed regularly.

DIAL-UP USER-ID

User ID assigned to an individual allowing dial-up access into the State's network. Agencies are able to access resources inside the firewall via a remote connection.

DIAL-UP LONG DISTANCE

Cost per minute when agency is connected to the State's dial in server via a remote connection. Cost is only charged when dialing in via the 800-number. Local calls are not charged a per-minute fee.

WIDE AREA NETWORK BROADBAND / BROADBAND ADD-ON

These connections are for small offices to connect to STAGEnet. The fee includes the cost of the broadband circuit plus and add-on fee for the cost of ITD to support and circuit and manage the required connectivity with STAGEnet.

WIDE AREA NETWORK ACCESS ETS-5

These dedicated connections represent circuit capacity (5 Mbps) required for a customer to connect to STAGEnet. Includes circuit cost, backbone connectivity, wide area network equipment and technical support. Additional bandwidth can be ordered for additional costs.

WIDE AREA NETWORK ACCESS ETS-5 (POLITICAL SUB)

These dedicated connections represent circuit capacity required for a political subdivision customer to connect to STAGEnet. Includes circuit cost, backbone and internet connectivity, wide area network equipment and limited technical support.

METRO AREA NETWORK ACCESS - FIBER

ITD has a dedicated fiber connection for customers in select city locations to connect to STAGEnet. Includes fiber cost, backbone connectivity, wide area network equipment and technical support.

METRO AREA NETWORK ACCESS – FIBER (POLITICAL SUB)

ITD has a dedicated fiber connection for customers in select city locations for our political subdivision customer to connect to the statewide area network. Includes fiber cost, backbone connectivity, wide area network equipment and technical support.

TECHNOLOGY FEE

Network access charge is assessed for each state FTE for STAGEnet access and other network services. Includes core network and security infrastructure, technical support, anti-virus client, Internet access, VPN client access, instant messaging and e-mail service.

GIGABIT TECHNOLOGY FEE

Network access charge is assessed to each gigabit speed device connected to STAGEnet. Includes core network and security infrastructure, technical support, anti-virus client, Internet access, VPN client access, instant messaging and e-mail service.

VPN CLIENT / VPN CLIENT (NETMOTION with Session Persistence)

A virtual private network, or VPN, uses encryption and tunneling to connect users or sites over a public network, usually the Internet. A fee for a license is assessed per client. This functionality is included for state employees in the Technology Fee but separately for contractors and other non-state personnel. In addition, some agencies require specialized VPN access with session persistence and these VPN users are charged a separate fee.

E-MAIL QUOTA

ITD allows for additional storage to be acquired for e-mail mailboxes.

RIGHTFAX SINGLE/DEPT CLIENT / APLPLICATION FEE

ITD provides a service that lets users send or receive faxes from an e-mail account. A monthly fee is charged for uses at the single client rate unless their entire department has chosen to use the product. Applications that send mass faxes are charged a separate fee.

ANTI-VIRUS CLIENT (Political Subdivision only)

ITD has entered into an enterprise license agreement with Symantec for Norton Anti-Virus. Agencies may participate in this agreement by working with ITD to receive copies of the software and coordinate update of virus definition files. A monthly license fee is assessed per client for political subdivisions.

EDMS USER FEE / EDMS BPM ADD-ON FEE

ITD provides a centralized Electronic Document Management System (EDMS) infrastructure to host EDMS applications. There is a one-time user install fee plus a monthly fee is assessed for each user accessing the system. Agencies using BPM workflow features of the EDMS system are charged at the higher EDMS BPM rate.

EDMS VERIFIER / SCAN STATION / WEB CAPUTRE FEE

ITD provides a centralized Electronic Document Management System (EDMS) form processing infrastructure to allow agencies to scan paper documents into the EDMS repository. There is a one-time license install fee plus a monthly fee is assessed for each software license needed by the agency to handle the volume of forms processed by their agency.

LIQUID OFFICE FEE

ITD provides a centralized Electronic Document Management System (EDMS) forms solution. This allows agencies to electronically design, publish and process forms. A fee is assessed per form for all state forms.

SHAREPOINT WSS / SHAREPOINT MOSS FEE

ITD provides a centralized Microsoft SharePoint infrastructure to host SharePoint applications. There is a one-time user install fee plus a monthly fee is assessed for each user accessing the system. Agencies using the MOSS features of the SharePoint system are charged at the higher SharePoint MOSS rate.

E-MAIL ENCRYPTION

ITD provides a centralized e-mail encryption infrastructure to encrypt e-mails that agencies need to send to external customers. There is a one-time user install fee plus a monthly fee is assessed for each user accessing the system. Agencies must commit to using the service for their entire department not just selected users.

COUNTY EXCHANGE E MAIL

ITD provides centralized Exchange e-mail services for political subdivisions that require more e-mail functionality than the basic e-mail provided with their endpoint connectivity to STAGEnet. A monthly fee is assessed for each e-mail account.

COGNOS AUTHOR/CONSUMER/PROFESSIONAL USER/ADMINISTRATOR FEE

ITD provides a centralized Cognos infrastructure to host Cognos Business Intelligence applications. There is a one-time user install fee plus a monthly fee is assessed for each user accessing the system.

SERVER ROOM

ITD provides a secure server room to house servers that need to be physically accessed by agency staff. This location includes card key access, computer racking, conditioned power and an uninterruptible power supply. The monthly cost is assessed on a per server basis and per additional device located in the server room and includes the cost of connecting the device to the STAGEnet.

SHARED FILE & PRINT USER

ITD operates a centralized server configured to provide multiple agencies with secure file and printer sharing services. This fee includes the cost of the centralized server and is assessed on a per-user basis.

DEDICATED FILE & PRINT USER

ITD operates dedicated servers configured to provide an agency with secure file and printer sharing services. This fee is assessed on a per-user basis and does not include the cost of the server.

ACTIVE DIRECTORY USER FEE

ITD operates a centralized active directory infrastructure and certain political subdivisions employees need to be part of the directory. A monthly fee is assessed for each user account.

DEDICATED FILE & PRINT STANDARD SERVER AND HIGH CAPACITY SERVER

ITD operates dedicated servers configured to provide an agency with secure file and printer sharing services.

ORACLE APPLICATION HOSTING

ITD operates dedicated equipment necessary to host agencies oracle applications. The cost is tiered based on the size and complexity of the application.

WEBSHERE APPLICATION HOSTING

ITD provides the equipment necessary to host agencies websphere applications. The cost is tiered based on the size and complexity of the application.

SQL APPLICATION HOSTING

ITD provides the equipment necessary to host agencies SQL applications. The cost is tiered based on the size and complexity of the application.

SHARED INTEL SERVER APPLICATION HOSTING

ITD provides the equipment necessary to host an agency's application that requires an Intel based server and can co-exist with other Intel applications. This fee is assessed on an application basis and includes the cost of the server, server software and the server administration. This fee does not include the direct support of the application itself.

DEDICATED INTEL SERVER APPLICATION HOSTING

ITD provides the equipment necessary to host an agency's application that requires an Intel based server and requires a dedicated server. This fee is assessed on an operating system instance and includes the cost of the server, server software and the server administration. This fee does not include the direct support of the application itself.

WEB HOSTING

ITD provides web servers to host an agency's web site and make it accessible to the public via the Internet. This service includes monthly usage reports, nightly backup, a content management tool, FTP access and search capabilities. Also includes agency intranet hosting. The cost is assessed per website. Disk storage is billed separately and there are incremental costs for agencies requiring site specific SSL certificates.

DISK STORAGE - BRONZE

Bronze disk storage is data stored on ITD's central disk storage devices that do not require high performance or availability. This service is not supported outside normal business hours. Data is billed by the amount of storage allocated.

DISK STORAGE - SILVER

Silver disk storage service is for data stored on ITD's central disk storage devices that require medium availability and high performance. This service is supported 24 x 7. Data is billed by the amount of storage allocated.

DISK STORAGE - GOLD

Gold disk storage service is for data stored on ITD's central disk storage devices that require high availability and high performance. Data retrieval is extremely fast and this storage medium is used primarily when data is accessed regularly (ex. databases). This service is supported 24 x 7. Data is billed by the amount of storage allocated.

TAPE ARCHIVE/BACKUP

Tape backup storage is provided for all disk storage services. Previously included in the base cost of disk storage backup storage will now be billed for the amount of data in the backup storage pool.

MISCELLANEOUS CHARGE

Miscellaneous charges result when ITD purchases a unique service or product from an outside vendor for the sole benefit of a customer. The cost invoiced to ITD by the vendor is passed on to the customer at actual cost.

OVERHEAD

Overhead is included in the rate for all services except for the miscellaneous charge to which it does not apply.

TELECOMMUNICATIONS BILL

TELEPHONE SYSTEM ANALYST

ITD has developed a telephone system analyst rate. Costs associated with installation of new telephone systems and upgrades to existing telephone systems are recovered in the basic phone fee. Currently, ITD does not use the telephone system analyst rate however, the rate will apply to applications that are specific to a customer's business application and require a substantial amount of the analyst's time. Time will be charged out in increments of six minutes (1/10th of an hour).

NETWORK ANALYST

ITD has developed a network analyst rate. This rate will be used only when a customer needs substantial assistance on a specific agency issue. An example would be consulting on LAN/WAN configurations. Time will be charged out in increments of six minutes (1/10th of an hour).

WIRING TECHNICIAN

ITD will charge for a wiring technician when installing a new connection. Time is charged out in increments of six minutes (1/10th of an hour). The hourly fee includes all the materials needed by the technician, including the wire or cable.

PHONE - BASIC SERVICE

Basic phone service is the activation of a port in an ITD provided telephone switch. A port can be a digital or analog circuit. Telephones connected to analog ports are included in this service. ITD charges a monthly fee while the port remains active. A basic telephone set is provided by ITD and included in the monthly fee.

ANALOG PORTS

Analog ports are used for fax machines, modems, and specialized communications equipment. The customer provides this equipment. ITD charges a monthly fee while the port remains active.

PHONE EXTENSION

A phone extension requires specialized wiring allowing a secondary instrument to share a single port on a telephone switch. ITD charges a monthly fee while the extension remains active.

PROFESSIONAL DISPLAY PHONE

This telephone has a speaker and a larger display with additional functionality. ITD charges a monthly fee for the use of this type of telephone.

VOICE MAIL

Voice mail is storage on the telephone switch assigned to a unique number. Voice mail acts as an answering machine allowing messages to be recorded in the mailbox. ITD charges a monthly fee while the mailbox remains active.

DESKTOP MESSAGING

Desktop messaging allows a user to have their voice mail delivered to their e-mail inbox. There is a one-time installation charge and a monthly per user charge.

SYMPOSIUM

Symposium is a diverse suite of customer interaction solutions for agency call centers. This product will assist the call center employee in handling calls and routing them more efficiently. There is a one-time installation charge and a monthly per agent charge.

CALL RECORDING

Call recording allows agencies to record incoming or outgoing phone calls. There is a one-time installation charge and a monthly per user charge.

BLACKBERRY SERVICE

ITD operates a centralized BES service for Blackberry mobile phones. This centralized service allows users to securely synchronize their Exchange e-mail accounts with their Blackberry and provides functionality to remotely clear the data from the Blackberry if it is lost or stolen. There is a one-time installation charge and a monthly per user charge.

IN-STATE DIRECTORY ASSISTANCE**OUT-OF-STATE DIRECTORY ASSISTANCE**

Directory assistance charges occur when someone calls the telephone company to obtain an unknown telephone number. The telephone company has a charge for this service and ITD will pass that charge on to the customer. The charge varies based on the number in question, in-state or out-of-state.

CALLING CARD CALLS

ITD has contracted with AT&T for calling card calls. State agencies can obtain calling cards from ITD at no charge. ITD will charge the cardholder for all activity on the card by passing on the actual charge from AT&T to the customer.

LONG DISTANCE

ITD will charge a per-minute rate for all calls placed from the State's network system to anywhere in the Continental US. Call detail is collected on the caller's telephone number or authorization number.

INTERNATIONAL LONG DISTANCE

ITD will charge a per-minute rate for all calls placed from the State's network system to anywhere outside the Continental US. Call detail is collected on the caller's telephone number or authorization number.

800 SERVICE

ITD will charge a per-minute rate for 800-service. Call detail is collected by the 800-number and reported on the ITD billing.

INTERACTIVE VOICE RESPONSE (IVR)

Interactive Voice Response applications and systems allow people to interact with information over the telephone. IVR's are connected to both telephone systems and your internal data source (hosts and/or databases) so that you can automate the task of distributing information from within your agency to the outside world. The cost is per port – number of lines desired for your customers to access your information.

MISCELLANEOUS CHARGE

Miscellaneous charges result when ITD purchases a unique service or product from an outside vendor for the sole benefit of a customer. The charge from the vendor is passed on to the customer at actual cost.

OVERHEAD

Overhead is included in the rate for all services except for the miscellaneous charge to which it does not apply.

MICROGRAPHICS BILL

MICROGRAPHICS SPECIALIST

Micrographics specialists prepare documents for filming. Time is charged out in increments of six minutes (1/10th of an hour).

FORMS DESIGN

Design of state forms using Liquid Office Designer. Time is charged out in increments of six minutes (1/10th of an hour).

PROCESSING 16mm x 100'

PROCESSING 35mm x 100'

Processing of film through special chemicals to create a negative. The film comes in 16mm x 100' and 35mm x 100'. A charge is assessed to each roll of film.

DUPLICATION 16mm x 100'

DUPLICATION 35mm x 100' (Agency provides film)

Copies of roll film or microfiche can be requested. The charge is per roll of film and/or fiche created.

STORAGE & FILE/REFILE CHARGE

The storage of film and/or microfiche. This is done for archival purposes and a charge is assessed for each trip to access the stored document.

PAPER PRINTS

Copying microfiche onto paper or onto an electronic copy. The charge is per print.

MICROFICHE ORIGINALS - COM

The creation of computer output microfiche. A computer program submits output to microfiche. A charge is assessed per microfiche.

MICROFICHE DUPLICATES - COM

Copies of computer output microfiche. A charge is assessed to each microfiche created.

CD MASTER CREATION

Creation of a compact disk with a licensed viewer. A viewer is located on the CD and allows for the operator to read the contents of the CD without the need for a viewer on the personal computer.

CD DUPLICATION

Creation of a duplicate compact disk – does not need a license for a viewer.

MISCELLANEOUS CHARGE

Miscellaneous charges result when ITD purchases a unique service or product from an outside vendor for the sole benefit of a customer. The charge from the vendor is passed on to the customer at actual cost.

OVERHEAD

Overhead is included in the rate for all services except for the miscellaneous charge to which it does not apply.